



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	SQL Database Administrator		
GRADE:	G9	SERVICE AREA:	ICT – Technical Services
JOB CODE:	RT339SQLDG9		
REPORTS TO:	Data Centre Team Leader	LOCATION:	As Reasonably Determined
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Availability outside normal working hours as may be reasonably requested. • The job periodically involves contact with, or work for, people, which through their circumstances or behaviour occasionally place emotional demands on the jobholder, for example: internal customers, including councillors, experiencing issues with their applications; external customers; and third party suppliers. • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

1. Main purpose of the job role:

This role is instrumental in the provision of application support and development within Walsall Council and will need to:

- Be a key member of the team which performs the installation, configuration, upgrade, administration, monitoring and maintenance of all physical database technology in the data centre and Azure Cloud
- Provision of database support for both business as usual operations and ad-hoc and planned projects.
- Support ICT initiatives for improvements to council services
- Support the transition to Microsoft Azure

2. Role specific duties and accountabilities:

Production

- Skilled in multiple versions of SQL Server from 2008R2 up to 2019.
- Skilled in cloud computing with Microsoft Azure.
- Experience supporting a Hybrid cloud estate in Azure (IAAS), (PAAS) including managed instance solutions.
- Experience in Azure migration strategies
- Experience in using third party and in house monitoring tools
- Good understanding of TSQL scripting and Powershell scripting
- Good understanding of Windows server, active directory, Vmware virtualised environments
- Advanced knowledge of backup and recovery techniques using TSQL and third party products
- Database tuning and query plan optimisations, query plans

- Ability to diagnose performance problems
- Make recommendations and decisions as to how instances should be provisioned so as to ensure value for money is achieved
- Use financial modelling tools to ensure automated billing for platforms does not exceed the allocated budget
- Skilled in High availability using log shipping, mirroring availability groups
- Business intelligence suite, Integration service,(SSIS), Reporting services (SSRS) and Analysis services (SSAS).
- Delivering the provision of databases to agreed service levels.
- Identify needs for external support and liaise with external support providers to specify changes to database systems and delivering those changes within the DBA platforms.
- Install and deploy databases using pre-made scripts where required to upgrade and install databases.
- Create backup plans, assessing solutions and creating a backup schedule around the plan.
- Be responsible for identifying, raising and solving any vulnerability in Council database systems.
- Perform regular random drills to test the backup plan and to test the integrity of the Council's backups.
- Work with the security function, and the relevant delivery team to determine how much access the application will need to the database.
- Determine and implement that type and size of database needed for deployment for upgrade and new systems.
- Works with the development team to ensure a clean handover of a product.
- Monitor performance of the databases, ensuring database performance is maintained through monitoring and tuning of the system. This should include maintaining the file structure and organisation, scheduling index rebuilds, and any hardware related decisions.

Problem Resolution

- Provide support to users and the service desk to resolve complex database problems.
- Investigate database problems escalated from the service desk.
- Resolve the problem within the parameters defined by the development team.
- Document the support process and handover to service desk as required.
- If the problem cannot be resolved, escalate if required to the nominated service provider
- Throughout the escalation process, maintain regular communication with the Team Leader, Service Desk and the relevant Service Delivery Manager in order to manage customer expectations. In cases where there is significant disruption, or there is disruption to members of the public, escalate immediately through the defined route and seek guidance on what communication can be made.
- Work with Team Leader DBA and Service Delivery Managers to ensure that the escalation procedure to managed service providers is clearly defined and to ensure that external providers are meeting service level agreements in terms of speed and quality of response
- Act as the second point of contact after Team Leader for any business critical support requirements from the ~Service Desk and take ownership for resolution
- Ability to write and maintain detailed technical support documentation
- Mentoring and skills transfer to other team members

Development

- Provide specialist advice and guidance on database technologies, policies, strategies and architectures to Directorates, as requested by Team Leader DBA and Service Delivery Manager.
- Support project managers to produce designs and specifications and can translate logical into physical designs, using external support where required.
- Creating the physical data model and modifying the model on an as-need basis. This will require working closely with the Security and Architecture team;
- Creation of base installation scripts to create tables, indexes, stored procedures and initial data;
- Providing support and overseeing the production of stored procedures;

- Supporting projects by performance tuning at the query and index level and provide any assistance in rewriting the query.
- Providing feedback on execution plans to determine where indexes can be built to improve performance.
- Provide training/ coaching to team and service desk on database systems and database support processes

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: SQL Database Administrator		GRADE: G9
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Skilled in multiple versions of SQL Server from 2008R2 up to 2019	A/I	3
Skilled in cloud computing with Microsoft Azure	A/I	3
Skilled in High availability using log shipping, mirroring availability groups	A/I	3
Awareness of emerging trends in technologies within DBA and best practice in local government	A/I	3
Able to evaluate options and present a sound business case within DBA	A/I	3
Able to work in a structured way with skills	A/I	3
Able to demonstrate leadership qualities within a technical capacity of DBA in initiating and discussing decisions impacting on data	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience supporting and managing costs within a Hybrid cloud estate in Azure (IAAS), (PAAS) including managed instance solutions	A/I	3
Experience in Azure migration strategies	A/I	3
Good understanding of TSQL scripting and Powershell scripting	A/I	3
Experience in using third party and in house monitoring tools	A/I	3
Good understanding of Windows server, active directory, Vmware virtualised environments	A/I	3

Advanced knowledge of backup and recovery techniques using TSQL and third party products	A/I	3
Database tuning and query plan optimisations, query plans	A/I	3
Ability to diagnose performance problems	A/I	3
Able to make recommendations as to how to achieve value for money when provisioning new instances and rightsizing existing instances	A/I	3
Business intelligence suite, Integration service, (SSIS), Reporting services (SSRS) and Analysis services (SSAS).	A/I	3
Extensive practical experience of the administration of Data Base environments on a day to day basis	A/I	3
Extensive practical experience of managing a range of stakeholders and operating in an ICT environment to support business requirements	A/I	3
Proven ability to identify and resolve Data Base problems to provide an effective IT service and deliver projects to improve IT provision	A/I	3
Sound technical knowledge and expertise in the installation and maintenance of all aspects of Data Base Systems and Platforms.	A/I	3
Able to manage own workload and those of others and consistently meet deadlines and performance targets	A/I	3
Able to work independently, interdependently, assertively and under pressure	A/I	3
Proactive, hardworking, self-motivated and enthusiastic approach to work	A/I	3
Able to build and maintain effective professional working relationships at all levels across the organisation, which may including any of the following :- employees, managers, directors, members and other stakeholders	A/I	3
Able to work as an effective, assertive and participative member of the technical Services teams	A/I	3
Able to demonstrate effective and extensive experience of g, leading and motivating other	A/I	3
Excellent written communication skills	A/I	2
Excellent verbal communication skills	A/I	2
Good appreciation of wider local government and relevant national issues	I	1
Appreciation of and ability and experience of operating within a political environment	A/I	1
Practical understanding and experience of working within a performance management framework	A/I	2
Practical understanding of the application of risk management	I	3
Practical understanding of application of health and safety at work	I	1
An awareness of, and commitment to, equality of opportunity	I	1
Evidence of continuous professional development (where applicable)	I	1
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Qualified by Experience within IT Database Platforms	A/I	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Prepared by:	Riz Alam	Date: February 2021